



Ambition Sport



**Chartfield School**

# **PE KIT PURCHASING GUIDE**

**Applicable from 1st June 2021**

Ambition Sport is the official PE Kit supplier for Chartfield School. Our online shop is designed to make your job as a parent/carer purchasing school PE kit and your essential uniform items as easy as possible. Please read the following document fully as it is designed to help you through the ordering process and hopefully will answer any questions you may have. The process we would like you to follow has been developed by carefully after years of busy summers.

### Ordering

Where possible, we would like all of our school kit to be ordered through our website. Our online shop is always open so you can place your order for kit from the comfort of your own home – 7 days a week. Your order will then be delivered to your home address by one of our approved couriers. From June 2021 there is no additional charge for this home delivery service.

To view the range of products that are available for your school visit [www.ambitionsport.com](http://www.ambitionsport.com), click on the SCHOOLS menu which will then list all of our school customers. Select the school you require and you will be taken to the appropriate section of our shop, where you find the full range available for your school. For new starters we recommend our “Kit Pack” bundles as they contain all “required” PE kit items at a discounted rate. There are also a variety of “optional” additional items, that are very popular with boys and girls in all year groups. To order the products you require, simply click on the bundle/item and select the appropriate sizes required. Add the item(s) to your basket and proceed to payment when you have completed your order. Our shipping system will email you once your order has been confirmed and you will also receive a further email when your order has been packed and completed to say that it is on its way to you.

### Delivery

Our normal turn around for orders is within 10 working days, however due to increased volume of orders over the Back to School period for us, suppliers and delivery partners we would STRONGLY advise that all orders are placed as soon as possible and before the **14th of August** to avoid unnecessary delays in supply. Please be assured that once received we will be working on shipping your order as soon as it is possible to do so.

In order to allow our team to help customers as efficiently as possible we would politely request that you do not phone to ask about delivery, during our busy summer period the phones will **NOT** be manned. Should you have a question regarding delivery of an order which has been confirmed please email ([customersupport@ambitionsport.com](mailto:customersupport@ambitionsport.com)).

### Sizing

All individual products on our website should have a secondary image which contains the sizing information for that garment. This includes key dimensions for the garment which can be compared to items of a similar style that your child is already wearing. If you are unsure about how to do this we have produced a simple video guide which can be found by visiting the Your Shop Guide on [www.ambitionsport.com](http://www.ambitionsport.com). We have also included all relevant sizing charts in the following pages of this document, where appropriate please also note our “Ambition Fitting Notes” – which give you handy tips on making the correct decision on your size.

### Personalisation

Some of the school PE kit items available have optional personalisation included in their cost. This is always in the form of pupil initials and is noted in the product description. To add personalisation where applicable there is a ORDERS NOTES BOX section at the Checkout stage where you should state up to 3 initials to add. Please make sure the personalisation and sizing is correct because we are unable to refund/exchange personalised items.

### Visiting Ambition Sport

During the summer months our reception area is no longer open to the public for visiting. We have developed an appointment based fitting system which has been to the benefit of both our customers and ourselves creating a one-to-one personalised experience which helps us provide all necessary information as well as helping the customers find the sizes they require in the products they are looking to purchase.

This appointment can be booked online by visiting our web page and clicking the link for appointments. Customers can also use this to arrange a mutually convenient time to add personalisation to garments that have been previously supplied – this a 15 minute time slot. Please bring in only the garments that require personalisation and to allow a quick turnaround on your visit please include personalisation details in the Notes section when making your booking.

If you are unable to book an appointment then we have included sizing charts on our website and within this document which should guide you to selecting the right sizes.

### Returns/Exchanges

Should you need to exchange items once they have been received, please do try to use the postal system for this. Return the items for exchange to us (Ambition Sport Returns, Unit 20 Ozengell Place, Eurokent Business Park, Ramsgate, Kent, CT12 6PB) with a brief note stating your order number and which size(s) are required. We will then process and dispatch your return to your home address free of charge. Alternatively, you can make an appointment (see above) to return the goods to us. We will endeavour to exchange all items where possible while you wait, however depending on stock levels it may be necessary to forward on replacements items, again the postage for this, if required, is free of charge.

### Payment delay

It is important to Ambition Sport that orders are placed as early as possible, to allow us to manage shipping in a timely fashion whilst looking after our staffs health and well being. Please do not delay in placing your order because of payment/finance issues – we are available to discuss arrangements where necessary. Please email details of the school, items and sizes required and your contact telephone number to customersupport@ambitionsport.com. One of our team will pick and reserve the order on your behalf and we will hold the goods until you are able to pay.

### Garment Care

Once you have received your kit delivery, here are some basic wash care instructions that will help to keep your uniform looking as good as new.

- Always refer to the care instructions printed on the label inside your garment.
- Ensure you sort your garments into like for like colours and fabrics for washing.
- Be careful not to overload your washing machine.
- Turn garments inside out prior to machine washing.
- Always wash dark colours separately. For whites we recommend the use of wash care products that are specifically formulated for whites. This ensures your whites stay white.
- The use of fabric softener is **not** recommended as it is known to break down fibres in clothing.
- Stain removers containing optical brightening agents or bleach are **not** recommended for use on colours or darks.
- Fasten buttons and zips to reduce the risk of damage.
- **DO NOT** tumble dry items unless washing instructions say so. Please note - tumble drying any items with prints will increase the chance of prints peeling off and/or shrinking.